

Hello, my name is Katlynn Hernandez! I have been a Direct Support Staff for almost 4 years now in Ohio and Connecticut. In those 4 years I have bonded and built relationships with many individuals and their families, and for those without family I, as well as my own family, became their family and support system. Over the years I have worked constant overtime, holidays, overnights and emergency calls with little to no notice. I have been hit, slapped, punched, kicked, you name it and it has probably happened while on shift, but, I have also been a shoulder to cry on, a teacher, family and most importantly a loving friend.

As a support staff we are teachers, we are homemakers, we are best friends, we are family, we are medical staff. We spend most of our time with our individuals striving to provide them with the best life possible and giving them the tools to be independent. We work tirelessly to provide the services we do and no matter the weather, national emergency or anything else for that matter. We cut our time with our own families to support those in our community who need it the most. We serve our individuals 24/7.

With as important of a job as we have and all the aspects included in our daily duties, I feel my fellow support staff and I deserve more funding in our respective agencies. More funding for wages, as we are, in my opinion, grossly underpaid for the amount of work we do on a daily basis. My fellow staff and I do wound care, we are delegated on many various medical equipment such as Hoyer Lifts, various feeding tubes, colostomy bags, etc. We are trained to give medicine and trained on blood born/ other bodily fluid diseases. We do the same work, if not more, as Certified Nursing Assistants and receive less pay. We have worked through the pandemic with no hazard pay and rarely any bonuses.

Thank you,
Katlynn Hernandez, DSP
CCARC Inc.

CONFIDENTIALITY NOTICE: This E-Mail, including attachments, is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure under applicable law. Any unauthorized review, use, disclosure, or distribution is prohibited. If you have received this communication in error, please do not distribute it. Please notify the sender by E-Mail at the address shown and delete the original message. Thank you.